



True Colours Consumer Report

Residential Aged Care | 2023 - 2024

Whiddon
Award-winning care

page 1

Whiddon's True Colours Reports aim to provide honest and easily understandable insights into our performance across resident satisfaction, governance, workforce, and quality care. This Residential Aged Care Consumer Report combines feedback from residents and their families throughout the year via our Satisfaction Surveys, National Quality Indicators and our Consumer Advisory Bodies. Residents and families across our 22 Homes were invited to complete our Annual Satisfaction Survey. 60% of residents and 29% of families responded to the 2023-2024 Survey.



Resident Experience

Customer Satisfaction index

91%



Resident satisfaction has increased in the last 12 months, comparing to 88% last year

Relationship Based Care



94%

value relationships with employees who care for them



98%

agree our people are kind, caring and respectful



98%

feel mealtimes are relaxed and enjoyable



93%

said they like the food

Quality of Life & Independence



96%

feel encouraged to do as much as possible for themselves



95%

have services and support that are important for their wellbeing



Family / Next of Kin Experience

Customer Satisfaction index

82%



Family Satisfaction has experienced a slight drop in the last 12 months, comparing to 83% last year

Relationship Based Care



95%

say employees treat their loved ones with respect & are kind & caring



94%

agree their loved ones feel safe



90%

feel employees know their loved one well

Management



90%

say the Homes are well run



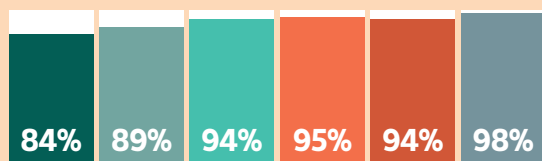
90%

agree management follows-up after they raise things with them



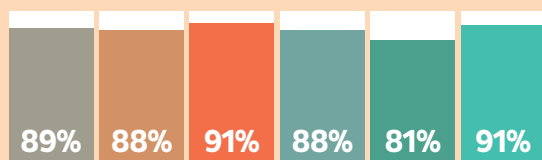
National Quality Indicators (NQI) Scorecard

Consumer Experience



- Comfortable lodging complaints
- Supported to maintain social connection
- Employees have appropriate skills
- Health & Wellbeing is supported
- Supported to make decisions
- Treated with respect

Quality of Life

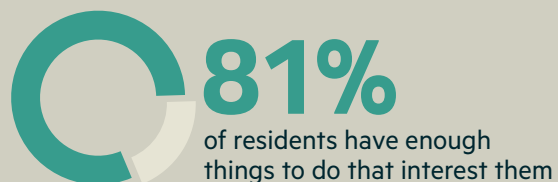


- Mobility is supported
- I am happy
- Social relationships are supported
- Independence is supported
- Enough enjoyable things to do
- Pain is well managed

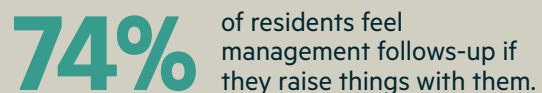


What can we do better?

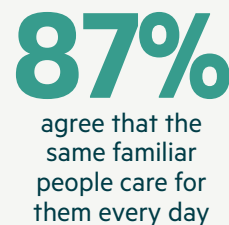
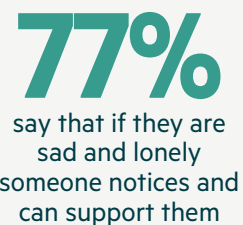
Activities & Connection



Management Follow-up

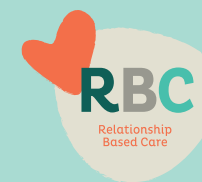


Social Connection



What are we doing to improve?

Relationship Based Care



- ✓ Dedicated RBC Coordinators for each Home
- ✓ MyLife Buddies for every Resident

Falls Prevention & Reablement



Whiddon's industry-leading Falls prevention program.



Evidence-based strength program proven to reduce pain and increase wellbeing

Volunteers & Social Connection



- ✓ Increase in one-to-one support & range of activities
- ✓ New strategy to recruit more volunteers to our Homes



Mental Wellbeing

Whiddon is working on a project to increase the mental health support provided to residents.